

## **APPENDIX H**

### **Methodology Detail**

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The evaluation was designed to address the specific requirements of Family Code §15000 et seq. The specific case types, issues, and types of services covered in the evaluation were defined by the Family Law Information Center Act. Contact types were discussed in response to the mandate that the Family Law Information Centers experiment with methods of service delivery to increase access and expedite cases. An analysis of customer satisfaction data and a judicial survey were also mandated. Analysis of the data other than for mandated purposes has been deferred for the purposes of this legislative report. Only the categories of gender and party status have been explored as they were expressly mentioned in the statute as being of interest to the Legislature.

### **PROGRAM DESCRIPTION AND PROCESS INFORMATION**

Staff and evaluators from the Center for Families, Children & the Courts made three rounds of site visits to the Family Law Information Center programs in 2000, 2001, and 2002. Focus groups were held with pilot program directors and staff to gather information about what the programs were doing, how implementation was proceeding, and what design changes were made. In the final round of focus groups the participants discussed lessons learned, current program design, obstacles and sources of satisfaction. Program staff also provided detailed written program descriptions for use in the evaluation.

### **SERVICE STATISTICS AND DEMOGRAPHICS**

Statistics on services and customer demographics are derived from administrative data kept by the Family Law Information Centers. The data collection period was July 2001 to June 2002. All three pilot programs collected data on all customer contacts during the study period.

The Sutter and Fresno County Family Law Information Centers reported data on customers and services using the common format used by the family law facilitator programs in California (Attachment A). In this system a data collection form is filled out for every customer contact with the program. The customer fills out information on demographics and services needed, and the Family Law Information Center staff member fills out information on the services provided to the customer. Forms are either scanned through a centralized facilitator SCANTRON system, or entered into a database at the Family Law Information Center locally. Evaluation project staff cleaned and merged the reported data. In August 2001, changes were made to the family law facilitator reporting form used by the Family Law Information Center programs. Any collapsed categories are reported in Attachment B.

In Fresno County, detailed information on contacts (case type, issues raised, and paperwork and informational services provided) was reported for a sub-group of customers: those served by the Family Law Information Center attorneys who provided service in outlying areas.

The Los Angeles County Family Law Information Centers are designed to triage, interview, assess and hand out forms packets with instructions. Los Angeles County did not use the client

contact reporting forms used by Sutter and Fresno Counties. Instead, the Los Angeles County programs measured case types and issues by logging the packets of forms that were handed out. The very specific nature of the forms packets allowed the program to log detailed case types and issues. In addition, Los Angeles County kept detailed reports on the contact types (telephone, walk-in, etc.)

Case types from the two reporting systems outlined above were collapsed according to the schema in Attachment B. Detailed contact numbers are reported in the reference tables in Attachment C.

## **CUSTOMER SATISFACTION SURVEY**

A Family Law Information Center Customer Satisfaction Survey was designed by evaluation project staff at the Center for Families, Children & the Courts and given to the Family Law Information Center programs for distribution in November and December, 2002. (See Appendix F for a copy of the customer satisfaction survey instrument.)

In Fresno County, the surveys were distributed to customers by the two attorneys who served outlying areas. These customers represent 21 percent of the total customers of the Fresno Family Law Information Center. Customers using the downtown Fresno location were not surveyed. Of the customers served in outlying areas, 210 were seen by the attorneys and offered the survey forms during the survey period. A total of 170 survey forms were actually distributed to customers, and 148 were returned. There was a response rate of 70 percent of customers offered forms.

In Sutter County, the survey forms were made available to all customers at the Center during the survey period. In this period, 83 customers used the Family Law Information Center. All received surveys, and 64 were returned. There was a response rate of 77 percent.

In Los Angeles County, customers at the triage window who had quick “yes” or “no” questions did not receive survey forms. Telephone help-line customers also did not receive survey forms. These two groups of customers were not required to complete financial eligibility forms for the Family Law Information Centers. Those customers that did have to qualify financially for services were all surveyed. These were customers who required more detailed levels of assistance. During the survey period, Los Angeles served 1,647 customers who were required to complete financial eligibility forms. A total of 1,410 forms were distributed, and 1,152 were returned. There was a response rate of 70 percent of customers offered forms.

## **JUDICIAL SURVEY**

The Family Law Presiding Judges and FLIC staff in the three pilot locations created a list of judges and commissioners for the evaluators to interview. Twenty-seven judges and commissioners were suggested – 2 from Sutter County, 7 from Fresno County, and 18 from Los Angeles County. All but 3 were interviewed by the evaluation consultant. Interviews were conducted by telephone and took approximately 30 minutes each. (See Appendix G for a copy of the judicial survey questions.)